



Curious about what's going on in other departments within your facility but don't always have time to find out? Introducing Peer Connection, where you can learn what your fellow WHA Peer Networks are up to.

Western Healthcare Alliance (WHA) Peer Network groups meet quarterly to collaborate and talk about pressing issues, best practices, corporate partner updates and educational sessions. At the end of the 2017 Peer Network season, the top issue across all groups was staffing, recruitment and retention. This never-ending challenge was one of the topics that was most discussed. Let's delve into what the Peer Network members will be working on this year.

Chief Financial Officers

Collaborating on issues like Medicaid reimbursement, hospital provider fee changes and Delivery System Reform Incentive Payment (DSRIP) program changes.

Chief Nursing Officers / Quality Improvement Risk Management

Learning how to eliminate travelers with a successful recruitment program that Amy Peck, CNO, Memorial Regional Health developed and implemented.

Communications and Marketing

Collaborating to start a member-wide recruitment strategy that involves NPR, billboard and airline advertisements (to name a few) to get folks wanting to move to and, most importantly, *stay* on the Western Slope.

Human Resources

Members will hear from Kelly Collins, MBA, PHR, HR Business Partner from Foundation Health Partners in remote Alaska, whose presentation will focus on *Secrets of Rural Recruitment and Retention*. They will also learn about *Hiring Millennials as Part of our Workforce of the Future* from Luke Braby, HR Generalist from our very own Grand River Health.

Information Technology

Focusing on five topics this year, calling it their 2018 IT Roadmap: IT Security, Data Sharing, Virtual Care, Technical Opportunities and Knowledge. The group expressed how they want to collaborate and become the voice on the Western Slope.

Laboratory Services

Continuing to focus on courier services and education through our Corporate Partner, Mayo Medical Laboratories.

Materials Management

Collaborating on best practices in vendor management to ensure security for your facilities.

Patient Financial Services

Sharing policies and procedures centered around coding, pricing and self-pay. They will also be providing breakout sessions for training with Patient Access, Health Information, Admission and Billing managers.

Rehabilitation Therapy

Learning more about regulatory updates with Medicaid and yearly patterns of volume which feeds into the staffing issues that are common amongst all peer groups.

Like the rest of rural America, WHA members are feeling the all too real effects of the opioid crisis. Peer Network members can work together and use their meetings as opportunities to brainstorm and discover approaches for tackling this crisis.

Let's **Dream Bigger**, **Reach Higher** at the Western Healthcare Alliance Annual Summit (WHAAS) on February 21-23, where the 2018 Peer Network season kicks off! WHAAS is a great opportunity to network and brainstorm about topics for discussion in 2018. Collaborate and strategize with your peers to find solutions to issues that are keeping you up at night. Register for upcoming meetings at wha1.org.



Jennifer Pepper

Peer Network Coordinator

970.986.3585

jennifer.pepper@wha1.org



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